

**AMENDMENTS TO THE CLAIMS**

1. (currently amended) A ~~system for product information apparatus for providing product information for a predetermined product comprising:~~

a product information said apparatus comprising: an indicator associated with a predetermined product, said indicator and contained in a memory; and

coupled to said the predetermined product, said predetermined product and coupleable to a programmable logic controller, said programmable logic controller coupled coupleable to a network, wherein said indicator indicates indicative of a network web page where product information is provided for the predetermined product, the network web page comprising an on-line product support help window.

2. (currently amended) The ~~apparatus-system~~ of claim 1, wherein said indicator is specific to each product, such that a plurality of indicators that direct to a plurality of web pages are provided, each web page providing specific product information relevant to a specific product.

3. (currently amended) The ~~system apparatus~~ of claim 1, wherein said indicator is an URL of a web page.

4. (currently amended) The ~~system apparatus~~ of claim 1, further comprising a label affixed to the predetermined product, wherein said label comprises said memory.

5. (currently amended) The ~~system apparatus~~ of claim 1, wherein said memory is a micro-chip memory.

6. (currently amended) The ~~system apparatus~~ of claim 5, wherein the programmable logic controller is coupled to the network via means for automatically interfacing to ~~an internet~~ the Internet to access said web page based on said indicator.

7. – 20. (canceled)